Guide to Getting Paid When Vouchers Are "Flagged" or "Rejected" in TRACS

Owners, Management Agents, and Contract Administrators (hereafter **'Client'**) should routinely check the TRACS mail-box and Voucher Query to determine the status of vouchers **transmitted** to TRACS. Vouchers that have been "Suspended" (**Flagged**) or "Rejected" in TRACS require **Client** actions.

Vouchers **flagged by TRACS** for manual review must be **signed and emailed** by the **client** for manual review (see specific guidance below). They cannot be paid until reviewed manually. Vouchers "Approved" by the reviewer are automatically paid. If the vouchers are "Rejected," the **Client** is provided two Notices:

(1) Notice #1: An **electronic** Notice from the Financial Operations Division (FOD) identifying the corrective action(s) needed prior to **re-transmitting** the voucher(s) and,

(2) Notice #2: A message in the **Client's** TRACS mail-box indicating that the "Voucher Has Been Cancelled by Reviewer."

Once the corrective action(s) is/are completed, the voucher(s) must be **re-transmitted to** TRACS as a "MAT30 Correction" **using the system generated voucher I.D. number with the correct voucher month and year**" (see specific guidance below).

Submitting Vouchers Requiring Manual Review:

If a voucher is "**Flagged**" in TRACS with a Status Code of T03, T31, or T52, it **requires** a manual review and must be **emailed** to the FOD. Unless submitted for manual review, the voucher cannot be paid.

If the Status Code is T91 or T92, the **complete** voucher is **required** for manual review, but only Traditional Contract Administrator (TCA) must submit the vouchers to the FOD.

The **Client must submit** the **required** voucher by email (see guidance below). Attach only one voucher to each email message.

ONE EMAIL—ONE VOUCHER

Please follow these **File Name** and **Email Subject Name** requirements:

- The file name must be the "Contract number plus month (three letters) and year (two digits)." For example: NC19Q051000 JUL 10
- The email "Subject" line must be the "Contract number plus month (three letters) year (two digits)." Same as above example: NC19Q051000 JUL 10

Email a digital copy (Adobe Acrobat PDF file) of the voucher to: VoucherProcessing@hud.gov

Guide to Re-Transmitting Rejected Vouchers:

If **the subject** voucher has been manually reviewed by the FOD and "Rejected" in TRACS, the **Client** must take the corrective action(s) directed by the FOD in the "Record of Manual Review TRACS Suspended Voucher Notice." Once the corrective action(s) has/have been completed, the voucher must be re-**transmitted to** TRACS as a "MAT30 Correction" (see Step 1 and Step 2 below).

If **the subject** voucher has not been submitted to the FOD and it is over sixty (60) days old, it will be "Rejected" in TRACS in order to alert the **Client** via a "Voucher Cancelled by Reviewer" message in the **Client**'s TRACS mail-box. The **Client** must **re-transmit** the voucher **to** TRACS as a "MAT30 Correction **using the system generated voucher I.D. number with the correct voucher month and year."** (See Steps 1 and 2 below).

> **MAT30 Correction:**
>
> **Step 1: Resubmit the voucher(s) for payment in TRACS.**
>
> **Re-transmitted** vouchers must be entered in TRACS as a **MAT30 Correction**. To submit a MAT30 Correction, the MAT30 **Correction** must include the Voucher ID **number** generated by TRACS and the correct voucher month and year.
>
> If you need assistance with a MAT30 Correction **transmission**, please contact the TRACS Help Desk by e-mail at TRACS@HUD.gov or telephone at 1-800-767-7588.
>
> **Step 2: Voucher Resubmission Follow-up**
>
> After **transmitting** the **corrected** voucher, wait one business day, then enter HUD Secure Systems, iMAX, to check TRACS Status Message and Voucher Query for TRACS Status Code for **updates** at https://hudapps.hud.gov/HUD_Systems/.

Guide to Handling Other TRACS Status Codes:

No Manual Voucher Review Required. Some **clients** routinely **email** vouchers to the FOD that do not need to be reviewed. This time consuming and unnecessary step can be avoided by checking the Voucher Query in TRACS. If the Status Code is **P00,** the voucher is paid. If the Status Code is **P10,** the voucher will be automatically paid.

Ineligible Vouchers. Certain "**Flagged**" vouchers are ineligible for manual review by the FOD. **Clients** need to take the following actions:

> **If the Status Code is T53,** the **client** should contact the TRACS Help Desk. Email address (best method because messages and responses are tracked): TRACS@hud.gov. Telephone: 1-800-767-7588
>
> **All other TRACS Messages and Status Codes:** The **client** must contact the **HUD Office** Project Manager in the Office that serves the project. For local HUD Hub and Program Center Information by State, go to http://portal.hud.gov/portal/page/portal/HUD/states.

> *This customer service message is provide by the Financial Operations Division (FOD), Office of Housing Assistance Contract Administration Oversight (HACAO), Office of Multifamily Housing, U.S. Department of Housing and Urban Development, Washington DC.   If you have submitted a voucher for manual review and need to contact the reviewer call the Suspended Voucher Help Desk at 312-913-8565.*